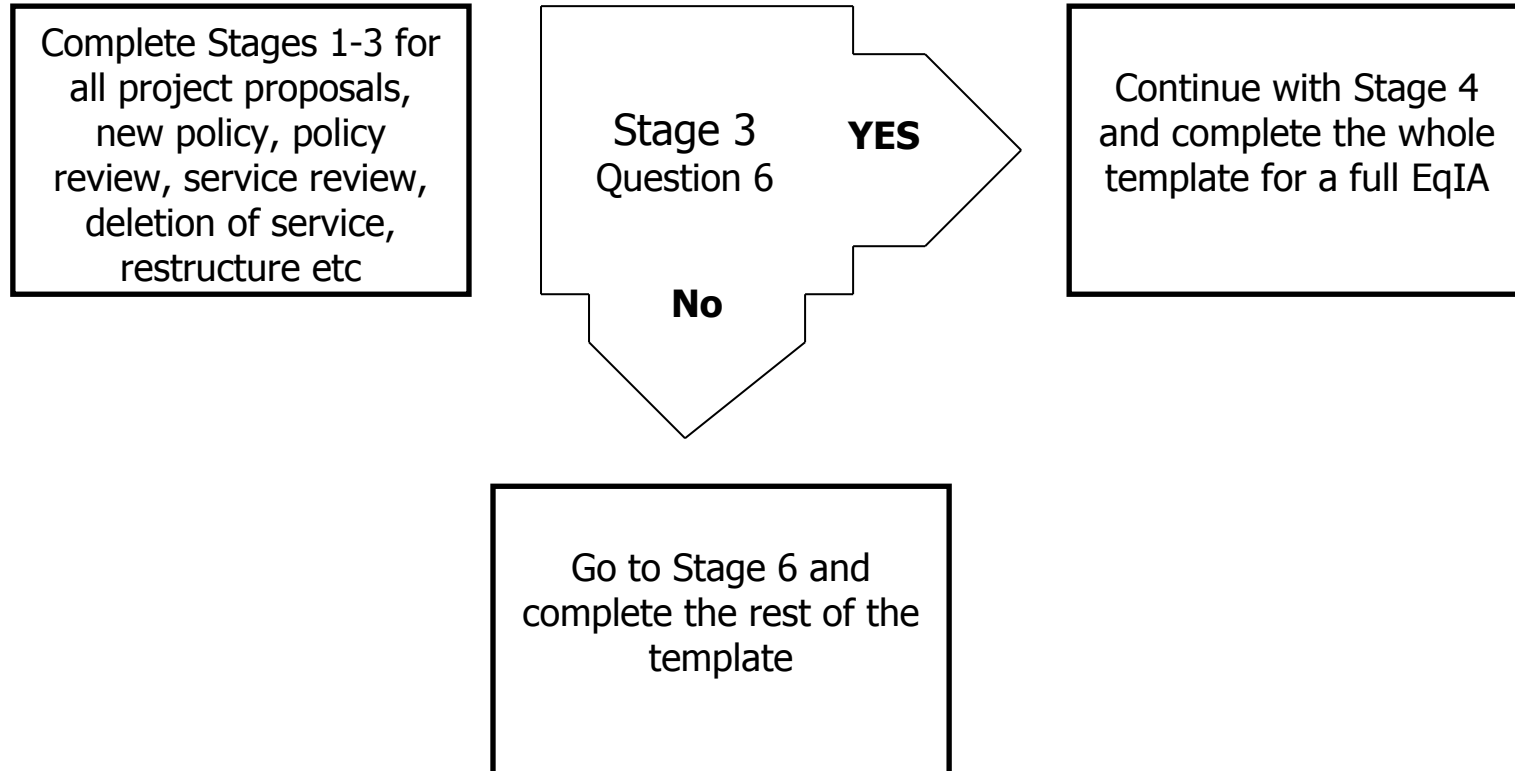


## Appendix 5 - Equality Impact Assessment



## Equality Impact Assessment (EqIA) Template

In order to carry out this assessment, it is important that you have completed the EqIA E-learning Module and read the Corporate Guidelines on EqIAs. Please refer to these to assist you in completing this assessment.

It will also help you to look at the EqIA Template with Guidance Notes to assist you in completing the EqIA.

Type of Project / Proposal:		Tick ✓	Type of Decision:	Tick ✓
Transformation			Cabinet	✓
Capital			Portfolio Holder	
Service Plan			Corporate Strategic Board	✓
Other		✓	Other	
Title of Project:		Charges for the provision of Helpline and Telecare Services.		
Directorate / Service responsible:		Resources / Access Harrow		
Name and job title of lead officer:		Jonathan Milbourn – Head of Customer Service and Access Harrow		
Name & contact details of the other persons involved in the assessment:		Griselda Colvin – Service Manager Access Harrow Extension 2349		
Date of assessment:		9 <sup>th</sup> June 2015		

### Stage 1: Overview

<p>1. What are you trying to do?</p> <p>(Explain proposals e.g. introduction of a new service or policy, policy review, changing criteria, reduction / removal of service, restructure, deletion of posts etc)</p>	<p>This Equalities Impact Assessment relates to the proposal to increase prices for the Helpline service and introduce charges for Telecare equipment. This assessment has been conducted with reference to existing service data for the residents affected by the proposals and from the consultation responses received.</p> <p>The Helpline and Telecare services are discretionary services provided predominantly to residents that live alone, are of pension credit age and with mobility, vision and hearing impairments. The service operates through a pendant alarm that is worn around the neck or wrist. If the resident becomes unwell or has a fall, they can activate the alarm by pressing the pendant which then goes through to the Council Helpline Operators. The service is available 24 hours a day, 365 days a year.</p>
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There are currently 710 alarm systems for which customers pay their charges directly to the Council and which are the subject of this equalities impact assessment. The Helpline also provides a monitoring service on behalf of the London Borough of Brent and for sheltered accommodation and other private schemes within the Borough. There are 22 posts resourcing the service. The recommendations to which this assessment relate are to increase the weekly charges for existing and new residents within the Harrow Borough area where they pay their charges directly to the council (i.e. excluding customers who are currently exempt from payment and organisations that are subject to individual contracts and associated payment arrangements) and to introduce charges for equipment provided through the Telecare service. The recommendation following a six week period of consultation is to increase the price of the Helpline Service by £0.58 per week equating to £30.16 per annum based on a 52 week period. The recommendation also entails charging for the cost of Telecare equipment that was previously provided free of charge and for which a grant was once available towards the cost of the provision.

Current costs of Telecare equipment are as follows:

- Fall detectors – £75 each
- Bed sensors – £135 to £215 dependent upon requirements
- Property exit sensors – £220 each
- Medical prompts – £100 to £206 dependent upon requirements
- Smoke detectors – £45 each
- Epilepsy sensors – £280 each

The proposed implementation date for the recommended charges (subject to Cabinet approval) is 1<sup>st</sup> October 2015 to coincide with invoicing for the next quarterly payment due from existing customers and to enable appropriate notice to be given of the proposed change.

<b>2. Who are the main people / Protected Characteristics that may be affected by your proposals? (✓ all that apply)</b>	Residents / Service Users	✓	Partners	✓	Stakeholders	✓
	Staff	✓	Age	✓	Disability	✓
	Gender Reassignment		Marriage and Civil Partnership	✓	Pregnancy and Maternity	
	Race	✓	Religion or Belief	✓	Sex	✓
	Sexual Orientation		Other			

<b>3. Is the responsibility shared with another directorate, authority or organisation? If so:</b> <ul style="list-style-type: none"> <li>Who are the partners?</li> <li>Who has the overall responsibility?</li> <li>How have they been involved in the assessment?</li> </ul>	<p>The provision of the Helpline service for access by vulnerable members of the community is through Access Harrow within the Resources Directorate. The service is delivered on behalf of Adult Social Care. This assessment has been prepared in consultation with representatives from Adults Social Care.</p>
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### Stage 2: Evidence / Data Collation

**4. What evidence / data have you reviewed to assess the potential impact of your proposals? Include the actual data, statistics reviewed in the section below. This can include census data, borough profile, profile of service users, workforce profiles, results from consultations and the involvement tracker, customer satisfaction surveys, focus groups, research interviews, staff surveys; complaints etc. Where possible include data on the nine Protected Characteristics. (Where you have gaps (data is not available/being collated), you may need to include this as an action to address in your Improvement Action Plan at Stage 7)**

Age (including carers of young/older people)	Evidence and data has been obtained from Harrow Vitality Profiles and mid-year ONS population estimates. Specific data for the service and the responses from the consultation are also referenced.
Disability (including carers of disabled people)	Evidence and data has been obtained from Harrow Vitality Profiles and mid-year ONS population estimates. Specific data from the responses received from the consultation is also referenced.
Gender Reassignment	Evidence and data necessary to review the potential impact of the project proposal is limited and has therefore been addressed within the improvement action plan at stage 7.
Marriage / Civil Partnership	Evidence and data has been obtained from the “Jontec” system used to administer the service and has been compared with 2011 census data for evaluation. Data from the consultation responses is also referenced.

Pregnancy and Maternity	Evidence and data necessary to review the potential impact of the project proposal is limited and has therefore been addressed within the improvement action plan at stage 7. Data from the consultation process is also referenced.
Race	Evidence and data has been obtained from the “Jontec” system used to administer the service and has been compared with 2011 census data for evaluation. Data from the consultation process is also referenced.
Religion and Belief	Evidence and data has been obtained from the “Jontec” system used to administer the service and has been compared with 2011 census data for evaluation. Data from the consultation process is also referenced.
Sex / Gender	Evidence and data has been obtained from the “Jontec” system used to administer the service and has been compared with 2011 census data for evaluation. Data from the consultation process is also referenced.

Sexual Orientation	Evidence and data necessary to review the potential impact of the project proposal is limited and has therefore been addressed within the improvement action plan at stage 7.
Socio Economic	Evidence and data necessary to review the potential impact of the project proposal is limited and has therefore been addressed within the improvement action plan at stage 7. However, it is anticipated that many customers of pension credit age are in receipt of an income that offers a limited opportunity for increase.

<p><b>5. What other (local, regional, national research, reports, media) data sources that you have used to inform this assessment?</b></p> <p>List the Title of reports / documents and websites here.</p>	<p>Data in relation to Helpline customers has been evaluated in comparison to the following additional sources of data where applicable.</p> <p>Based upon the 2011 census, Harrow has a population of 239,100 residents. Additionally, the following are of note:</p> <p>Of the resident population, 49.4% are male and 50.6% are female, 14.1% of the population are over the age of 65 compared to 11.1% for London generally.</p> <p>53.7% of couples are married compared to a national average of 46.6% and accordingly ranks Harrow Council highest in London for married couples. In contrast, Harrow is ranked last in London for single people never married or registered in a same-sex civil partnership; 31<sup>st</sup> for people living in a registered same-sex civil partnership; 31<sup>st</sup> for separated; last for divorced or formerly in a same-sex civil partnership which is now legally dissolved and last for cohabiting couples.</p>
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30.9% of Harrow's residents are White British, ranking Harrow fourth lowest nationally. The GLA's 2011 Census Ethnic Diversity Indices show that Harrow is ranked 7<sup>th</sup> nationally for ethnic diversity (based on the 18 ethnic group classification), with a score of 5.27. Diversity indices measure the number of different/distinct groups present in the population and the sizes of these distinct groups relative to each other.

Harrow's Indian group is the borough's largest minority ethnic group, with a population of 63,050 (26.4%), ranking Harrow 2<sup>nd</sup> nationally, after Leicester.

There are 16,187 (6.8%) residents in Harrow with a limiting long-term illness / health problem or disability that significantly affected their day-to-day activities. Limiting long-term illness (LLTI) generally affects older people to a greater extent and overall, 8,724 of residents aged 65 and over (i.e. 54%) had an LLTI significantly limiting their activities. The next largest group affected by LLTI was the working age group (i.e. aged 16 to 64) with 6,788 residents (i.e. 52%). There were 655 residents (i.e. 4.1%) of the 16,167 with a severely limiting LLTI aged 15 and under.

**Stage 3: Assessing Potential Disproportionate Impact**

**6.** Based on the evidence you have considered so far, is there a risk that your proposals could potentially have a disproportionate adverse impact on any of the Protected Characteristics?

The proposals to which this Equalities Impact Assessment apply relate to charges and costs for the service and not the service performance itself. Evidence to support the characteristics for which a disproportionate adverse impact may occur is shown in Appendix 1 to this assessment.

	Age (including carers)	Disability (including carers)	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Yes	✓	✓						✓	
No			✓	✓	✓	✓	✓		✓

**YES** - If there is a risk of disproportionate adverse Impact on any **ONE** of the Protected Characteristics, continue with the rest of the template.

- **Best Practice:** You may want to consider setting up a Working Group (including colleagues, partners, stakeholders, voluntary community sector organisations, service users and Unions) to develop the rest of the EqIA
- It will be useful to also collate further evidence (additional data, consultation with the relevant communities, stakeholder groups and service users directly affected by your proposals) to further assess the potential disproportionate impact identified and how this can be mitigated.

**NO** - If you have ticked 'No' to all of the above, then go to **Stage 6**

- Although the assessment may not have identified potential disproportionate impact, you may have identified actions which can be taken to advance equality of opportunity to make your proposals more inclusive. These actions should form your Improvement Action Plan at Stage 7

### Stage 4: Collating Additional data / Evidence

7. What additional data / evidence have you considered to further assess the potential disproportionate impact of your proposals? (include this evidence, including any data, statistics, titles of documents and website links here)	An analysis of Helpline customer characteristics and other relevant data has been included and evaluated in Appendix 1 to this assessment.
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### 8. What consultation have you undertaken on your proposals?

Who was consulted?	What consultation methods were used?	What do the results show about the impact on different groups / Protected Characteristics?	What actions have you taken to address the findings of the consultation? (This may include further consultation with the affected groups, revising your proposals).
Helpline customers and stakeholders	Letters were issued to stakeholders giving details of the consultation. Additionally, letters and questionnaires were issued to existing Harrow Council	The results of the consultation confirm the findings of the analysis of the Helpline customer composition shown within the Appendix to this assessment.	The recommended increase to the charges is intended to close the gap between the cost of providing the Helpline and Telecare services and income received for them. As there

	Helpline customers paying their charges directly to the Council.		has been no review of the price of the service for the past few years, the gap has widened. It is proposed that the cost of Telecare equipment that cannot be immediately funded by customers may be be paid for over an extended period of time (e.g. 12 months).
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### Stage 5: Assessing Impact and Analysis

9. What does your evidence tell you about the impact on different groups? Consider whether the evidence shows potential for differential impact, if so state whether this is an adverse or positive impact? How likely is this to happen? How you will mitigate/remove any adverse impact?

Protected Characteristic	Adverse ✓	Positive ✓	Explain what this impact is, how likely it is to happen and the extent of impact if it was to occur.  <b>Note – Positive impact can also be used to demonstrate how your proposals meet the aims of the PSED Stage 9</b>	What measures can you take to mitigate the impact or advance equality of opportunity? E.g. further consultation, research, implement equality monitoring etc (Also Include these in the Improvement Action Plan at Stage 7)
Age (including carers of young/older people)	✓		An analysis has been undertaken based upon 2011 census data and based on the fact that there is a greater probability of eligibility for the service after pension credit age is reached. Information from the Helpline customers affected and the consultation responses have also been used to evaluate the impact for this characteristic. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council. Consequently, most of the customers affected will be of pension credit age.	The recommended increase in price will be spread over 4 quarterly payments in each year. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Disability (including carers of disabled people)	✓		There is limited information currently available for reporting from the Helpline system about disability from which to determine and evaluate the potential impact of the proposal. An analysis has therefore been undertaken based upon 2011 census data and based on the fact that there is a greater probability of eligibility for the service for residents with limited mobility or who have support from	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time. It is proposed that capturing and storing the status of a customer and reporting on disability is investigated



			carers. Information from the consultation responses has also been used to evaluate the impact for this characteristic. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council. As the majority of respondents to the consultation are disabled and by the very nature of the service provided, most customers affected will be disabled.	for the future.
Gender Reassignment			There is limited information currently held about existing customers from which to determine and evaluate the potential impact of the proposal. Information from the consultation responses has also been used to evaluate the impact for this characteristic. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Marriage and Civil Partnership			There is limited information currently held on the Helpline system about customers from which to determine and evaluate the potential impact of the proposal. An analysis has therefore been undertaken based upon 2011 census data. Information from the consultation responses has also been used to evaluate the impact for this characteristic. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Pregnancy and Maternity			There is limited information currently held about existing customers from which to determine and evaluate the potential impact of the proposal although as many of the customers are over pension credit age, it is not anticipated that there will be any impact on this characteristic.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Race			There is limited information currently held on the Helpline system about customers from which to determine and evaluate the potential impact of the proposal. An analysis has however been	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be

			undertaken based upon 2011 census data. Information from the consultation responses has also been used to evaluate the impact for this characteristic together with data that is available from the system used for operating the service. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council.	spread over an agreed period of time.
Religion or Belief			There is limited information currently held on the Helpline system about customers from which to determine and evaluate the potential impact of the proposal. An analysis has therefore been undertaken based upon 2011 census data, consultation responses received and the system data that is available.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Sex	✓		An analysis has been undertaken based upon 2011 census data, data from the consultation responses and the service system data. The effect of the recommendation to increase the price will impact upon all Helpline customers that currently pay their charges directly to the Council. As the majority of customers are female, the proposed changes will impact predominantly on female customers.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.
Sexual orientation			There is limited information currently held about existing customers from which to determine and evaluate the potential impact of the proposal. However, it is anticipated that there is unlikely to be a significant impact upon this protected characteristic.	The recommended increase in price will be spread over 4 quarterly payments. Where a new customer is unable to afford the provision of Telecare equipment prior to installation, the payment may be spread over an agreed period of time.

**10. Cumulative Impact** – Considering what else is happening within the Council and Harrow as a whole, could your proposals have a cumulative impact on a particular Protected Characteristic?

If yes, which Protected Characteristics could be affected and what is the potential impact?

Yes	✓	No	
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Evidence and data necessary to review the potential impact of the proposed pricing changes for all protected characteristics is currently incomplete and has therefore been addressed within the improvement action plan at stage 7. There is the potential for a cumulative impact on a protected characteristic. In particular, any reduction in levels of disposable income and financial support available to customers may limit their ability to pay for Helpline services where they are in receipt of a limited income.

Other Council budget proposals may impact upon Helpline customers although it is not possible to determine the nature and extent of these at present. It is therefore intended that this aspect of the assessment should be kept under regular review and revisited as supporting data emerges.

**10a. Any Other Impact** – Considering what else is happening within the Council and Harrow as a whole (for example national/local policy, austerity, welfare reform, unemployment levels, community tensions, levels of crime) could your proposals have an impact on individuals/service users socio economic, health or an impact on community cohesion?

If yes, what is the potential impact and how likely is to happen?

Yes	✓	No	
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The potential for wider impact will ultimately be dependent upon other proposals to be considered by the Council. It is not therefore possible to be more precise about the potential impact of these at this stage as this will be dependent upon a number of factors. This aspect of the assessment will therefore be kept under review as more information is obtained and updated accordingly.

**11.** Is there any evidence or concern that the potential adverse impact identified may result in a Protected Characteristic being disadvantaged? (Please refer to the Corporate Guidelines for guidance on the definitions of discrimination, harassment and victimisation and other prohibited conduct under the Equality Act) available on [Harrow HUB/Equalities and Diversity/Policies and Legislation](#)

There is the potential for a protected characteristic to be disadvantaged by an adverse impact as set out within this assessment. However, as the proposals will impact upon all Harrow customers that currently pay their Helpline charges directly to the Council, this is a policy that will impact across all customer groups.

	Age (including carers)	Disability (including carers)	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Yes	✓	✓						✓	
No			✓	✓	✓	✓	✓		✓

If you have answered "yes" to any of the above, set out what justification there may be for this in Q12a below - link this to the aims of the proposal and whether the disadvantage is proportionate to the need to meet these aims. (You are encouraged to seek legal advice, if you are concerned that the proposal may breach the equality legislation or you are unsure whether there is objective justification for the proposal)

If the analysis shows the potential for serious adverse impact or disadvantage (or potential discrimination) but you have identified a potential justification for this, this information must be presented to the decision maker for a final decision to be made on whether the disadvantage is proportionate to achieve the aims of the proposal.

- If there are adverse effects that are not justified and cannot be mitigated, you should not proceed with the proposal. **(select outcome 4)**
- If the analysis shows unlawful conduct under the equalities legislation, you should not proceed with the proposal. **(select outcome 4)**

## Stage 6: Decision

**12.** Please indicate which of the following statements best describes the outcome of your EqIA ( ✓ tick one box only)

**Outcome 1** – No change required: the EqIA has not identified any potential for unlawful conduct or disproportionate impact and all opportunities to advance equality are being addressed.

**Outcome 2** – Minor adjustments to remove / mitigate adverse impact or advance equality have been identified by the EqIA. *List the actions you propose to take to address this in the Improvement Action Plan at Stage 7*

**Outcome 3** – Continue with proposals despite having identified potential for adverse impact or missed opportunities to advance equality. In this case, the justification needs to be included in the EqIA and should be in line with the PSED to have ‘due regard’. In some cases, compelling reasons will be needed. You should also consider whether there are sufficient plans to reduce the adverse impact and/or plans to monitor the impact. **(Explain this in 12a below)**

**Outcome 4** – Stop and rethink: when there is potential for serious adverse impact or disadvantage to one or more protected groups. (You are encouraged to seek Legal Advice about the potential for unlawful conduct under equalities legislation)



**12a.** If your EqIA is assessed as **outcome 3** or you have ticked ‘yes’ in **Q11**, explain your justification with full reasoning to continue with your proposals.

This assessment is to support recommendations for the increasing of Helpline service charges and the introduction of charges for Telecare equipment.

Existing Helpline charges have not been reviewed for a number of years despite changes in the service costs. Additionally, grant funding that originally existed for the Telecare service equipment ceased some time ago and has not been re-evaluated subsequently.

The services are discretionary services provided by the Council and which are currently partly funded by the Council Tax Payer.

As the service is provided predominantly to female customers aged 65 or over and who are disabled, it is unavoidable that any increase in cost recommended not impact upon these three protected characteristics. Due regard has been given as to how the recommendations will affect the protected groups, however as these will impact upon all customers paying their Helpline charges directly to the Council and the increased charges are to finance the cost of the service, it is recommended that the price changes be submitted for consideration and approval by Cabinet.

## Stage 7: Improvement Action Plan

**13.** List below any actions you plan to take as a result of this Impact Assessment. This should include any actions identified throughout the EqIA.

Area of potential adverse impact e.g. Race, Disability	Action required to mitigate	How will you know this is achieved? E.g. Performance Measure / Target	Target Date	Lead Officer	Date Action included in Service / Team Plan
Age, Disability, and Gender.	Where individual customers experience difficulty with payment, we shall seek an alternative payment arrangement to assist.	Service standards / targets will be considered in relation to any specific proposals agreed and to be progressed.	To be determined as part of the implementation plan for any agreed proposals.	Jonathan Milbourn	To be determined as part of the implementation plan for any agreed proposals.
Disability	Details for capturing and reporting on disability status will be investigated for the Helpline IT system.	Service standards / targets will be considered in relation to any specific proposals agreed and to be progressed.	To be determined as part of the implementation plan for any agreed proposals.	Jonathan Milbourn	To be determined as part of the implementation plan for any agreed proposals.
N/A	Proactively seek equalities data from customers as part of the Helpline application process.	Through regular data monitoring reports and quality checks undertaken of work.	To be determined as part of the implementation plan for any agreed proposals.	Jonathan Milbourn	To be determined as part of wider service improvement plans.

## Stage 8 - Monitoring

The full impact of the proposals may only be known after they have been implemented. It is therefore important to ensure effective monitoring measures are in place to assess the impact.

<p><b>14.</b> How will you monitor the impact of the proposals once they have been implemented? What monitoring measures need to be introduced to ensure effective monitoring of your proposals? How often will you do this? <i>(Also Include in Improvement Action Plan at Stage 7)</i></p>	<p>Monitoring will be undertaken by the Access Harrow Management Team with overall responsibility resting with the Head of Customer Service and Access Harrow. The timings and frequency of monitoring arrangements will be determined based upon the implementation timescale if the recommendation is agreed.</p>
<p><b>15.</b> How will the results of any monitoring be analysed, reported and publicised? <i>(Also Include in Improvement Action Plan at Stage 7)</i></p>	<p>It is anticipated that the results of any monitoring will be analysed, reported and publicised within the department in the manner determined and agreed as appropriate.</p>
<p><b>16.</b> Have you received any complaints or compliments about the proposals being assessed? If so, provide details.</p>	<p>Details of comments received regarding the proposals have been included within the Cabinet report concerning the outcome of the consultation.</p>

## Stage 9: Public Sector Equality Duty

**17.** How do your proposals contribute towards the Public Sector Equality Duty (PSED) which requires the Council to have due regard to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between different groups.

(Include all the positive actions of your proposals, for example literature will be available in large print, Braille and community languages, flexible working hours for parents/carers, IT equipment will be DDA compliant etc)

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	Advance equality of opportunity between people from different groups	Foster good relations between people from different groups
<p>Consideration has been given to how the proposals will contribute towards the PSED. Information regarding the recommendation and its implications for customers and stakeholders will be communicated through reports, meetings and letter as appropriate. Consultation was undertaken with customers and other stakeholders for them to submit their</p>		

comments and for alternative options to be considered and evaluated as appropriate. Key stakeholders within the Borough were also invited to comment on the proposals. The provision of alternative forms of media was offered to customers via the consultation documentation.		
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**Stage 10 - Organisational sign Off (to be completed by Chair of Departmental Equalities Task Group)**

**The completed EqIA needs to be sent to the chair of your Departmental Equalities Task Group (DETG) to be signed off.**

<b>18.</b> Which group or committee considered, reviewed and agreed the EqIA and the Improvement Action Plan?	EqIA Quality and Assurance		
Signed: (Lead officer completing EqIA)	Jonathan Milbourn	Signed: (Chair of DETG)	
Date:	9 <sup>th</sup> June 2015	Date:	
Date EqIA presented at the EqIA Quality Assurance Group		Signature of ETG Chair	



## Appendix 1

The number of Harrow residents affected by the proposal to change the prices for the Helpline and Telecare services is 717.

### Gender

Table 1 below shows the gender composition of the Helpline customers affected by the recommendations. These indicate that 74% of the customers are female.

Based upon this information, there is the potential for a disproportionate impact on the grounds of gender. This contrasts with the 2011 census that indicated that there were 47.79% male and 52.21% female residents.

The consultation responses indicated that 54.7% of respondents were female and 45.3% were male. This is broadly comparable with the census records but lower than the Helpline customers analysis indicates. Consequently, there is a potential for female customers to be adversely affected by the recommendations as they represent the greater proportion of customers.

Table 1

### Gender

<b>Description</b>	<b>Customer Count</b>	<b>Percentage</b>
Female	531	74.06
Male	170	23.71
Not Specified / Unknown	16	2.23
<b>Total:</b>	<b>717</b>	<b>100</b>

### Religion and Belief

Table 2 below indicates the religious beliefs of Helpline customers affected by the recommendations. The beliefs with the highest proportions of customers have been highlighted for ease of reference. The greatest proportion of Helpline customers have Christianity as their identified religion, with Judaism the second most represented religion.

There is no potential for a disproportionate impact on the grounds of religious belief, as the proposals will impact upon all customers paying their charges directly to the Council and are not determined by religion. .

	Proportion of Residents from 2011 Census	Proportion of Helpline customers affected by recommendations	Proportion of consultation respondents
Christianity	40.99	47.56	61.5
Hinduism	19.03	8.79	4.8
Judaism	7.61	19.80	20.2
Islam	8.86	1.95	1.0
Sikhism	1	0	0
Buddhism	0.83	0	1.9
Other	2.82	1.12	0
No religion	11.6	2.65	10.6
Not stated	7.26	18.13	-
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

### **Marital Status**

Table 3 below indicates the marital status of Helpline customers affected by the recommendations and shows that the marital status is unknown for the greatest proportion of Helpline customers. It is also possible that some customers may have indicated they are “married”, when they are “widowed” and vice versa.

The 2011 census data indicated that single residents accounted for 26.36% of the Borough population with married and civil partnerships accounting for 58.29%, separated / divorced 6.92% and widowed 8.43%.

The apparent variance between the two sets of data appears to be primarily due to the large number of Helpline customers whose marital status is unknown (i.e. 69.17%) and the eligibility grounds for access to the Helpline service which is predominantly for single persons.

The consultation responses indicate that 80.7% of respondents to the question were married or widowed.

There is no potential for a disproportionate impact on the grounds of marital status as the recommendations are not based upon the marital status of a customer and will affect all customers paying their Helpline charges directly to the Council.

Table 3

**Marital Status**

<b>Description</b>	<b>Customer Count</b>	<b>Percentage</b>
Divorced	2	0.28
Married	65	9.07
Not Disclosed	496	69.17
Separated	0	0
Single	18	2.51
Widowed	136	18.97
<b>Total:</b>	<b>717</b>	<b>100</b>

## **Race**

Table 4 below indicates the race of all Helpline customers affected by the recommendations highlighting those with the highest proportions of customers for ease of reference.

Table 4 - Ethnic Origin

<b>Description</b>	<b>Customer Count</b>	<b>Percentage</b>
Afro Caribbean	0	0
Asian - Bangladeshi (S)	0	0
Asian - British	32	4.46
Asian - Chinese (S)	2	0.28
Asian - Indian (S)	4	0.56
Asian - Other (S)	9	1.26
Asian - Pakistani (S)	2	0.28
Black - African (S)	0	0
Black - Caribbean(S)	0	0
Black - Other (S)	1	0.14
Black - British	10	1.39
Caribbean	1	0.14
Greek	0	0
Irish - Other	0	0
Italian	1	0.14
Jamaican	0	0
Mixed - Other (S)	2	0.28
Mixed - White and Asian (S)	0	0
Mixed - White and Black African (S)	0	0
Mixed - White and Black Caribbean (S)	0	0
Nepalese	0	0
Other (S)	1	0.14
Spanish	0	0
Sri Lankan	1	0.14
Unknown	397	55.37
White - British (S)	209	29.15
White - Caribbean	0	0
White - Irish (S)	2	0.28
White - Other (S)	43	5.99
<b>Total:</b>	<b>717</b>	<b>100</b>

This contrasts with the 2011 census data that indicated the following:

White British – 47.83%

White Other – 8.83%

Mixed – 3.67%

Asian / Asian British 33.1%

Black / Black British 4.48%

Arab and other 2.1%

The greatest proportion of Helpline customers currently exist within the “unknown” category representing the fact that the race of almost 45% of all Helpline customers affected by the proposals is not currently known.

The consultation indicates that 94.6% of the respondents to this question were of a “White” ethnic origin with Asian representing 4.5%. This contrasts with the census data that shows the Asian ethnic group as having the highest proportion of residents and would appear to be due to the fact that there are less Asian customers using the Helpline service.

There is no potential for a disproportionate impact on the grounds of race as the recommendations affect all groups of customers paying their Helpline charges directly to the Council.

## Age

The age composition of Helpline customers affected by the recommendations is as follows:

25 to 29 = 1
30 to 34 = 1
35 to 39 = 1
40 to 44 = 1
45 to 49 = 5
50 to 54 = 7
55 to 59 = 8
60 to 64 = 12
65 to 69 = 23
70 to 74 = 36
75 to 79 = 56
80 to 84 = 148
85 to 89 = 199
90 to 94 = 175
95 to 99 = 40
100 to 109 = 4
<b>Total 717</b>

Based upon the ONS 2013 mid-year population estimates published for the Borough, there were 35,500 residents out of the population of 243,400 (i.e. 14.6%) that were of pension credit age. This compared to 34,700 out of a Borough population of 242,400 (i.e. 14.3%) in 2012 and represented an overall increase of 800. This compares to 11.4 per cent of London's population and 17.3 per cent of the population nationally.

Additionally, it was projected that the proportion of Harrow's population aged 65 and over could increase by 25.4% over the next decade. Harrow's population aged 80 and over is also projected to grow by 2,980, or 30.6%, over the decade. This is above both the national rate of 27.7% and London's rate of 22.2%. The longer-term projections indicate that by 2037, Harrow's over 80 population could be approximately 20,200 which is more than double (+107.4%) the current over 80 population of 9,700. The number of Helpline customers of pension credit age affected by the recommendations as a proportion of the total number of customers affected represents 96.65% and the consultation response has indicated that 92.4% of respondents were aged 65 and over. There is therefore a potential for a disproportionate impact on persons of pension credit age (i.e. aged 65 and over).

### **Disability**

The mobility status of Helpline customers is not currently known. However, based upon 2011 census results for the Borough overall, the following information has been determined:

There were 16,187 (6.8%) residents in Harrow with a limiting long-term illness / health problem or disability that significantly affected their day-to-day activities. Limiting long-term illness (LLTI) generally affects older people to a greater extent and overall, 8,724 of residents aged 65 and over (i.e. 54%) had an LLTI significantly limiting their activities. The next largest group affected by LLTI was the working age group (i.e. aged 16 to 64) with 6,788 residents (i.e. 52%). There were 655 residents (i.e. 4.1%) of the 16,167 with a severely limiting LLTI aged 15 and under.

Based upon the consultation, there were 164 disabilities reported by respondents to this question. This exceeded the total number of responses (i.e. 125) as some customers ticked more than one of the boxes regarding their disability status.

Based upon the above information and the eligibility grounds for the Helpline service, there is a potential for a disproportionate impact to occur based upon disability.

### **Pregnancy and Maternity**

The number of Helpline customers that are either pregnant or have recently given birth is not known as this information is not currently held. However, based upon eligibility grounds for the Helpline service, it is currently anticipated that there is unlikely to be the potential for a disproportionate adverse impact for this protected characteristic arising from the proposal as the majority of the service customers are of pension credit age. The results from the consultation conducted appear to support this fact. It should also be noted that some of the consultation respondents appear to have ticked the box for this characteristic in error.

### **Sexual Orientation**

The sexual orientation of Helpline customers is not known as this information is not currently held. However, there is no current evidence to suggest that there is likely to be the potential for a disproportionate adverse impact for this protected characteristic arising from the proposal. The results of the consultation appear to generally support this fact as 68% of respondents to this question indicated that they were heterosexual. However, the proportions represented by the consultation responses for this characteristic appear to be skewed as some customers appear to have ticked an incorrect box.

### **Gender Reassignment**

The number of Harrow Helpline customers that are within this protected characteristic is not known as this information is not currently held. However, there is no current evidence to suggest that there is likely to be the potential for a disproportionate adverse impact for this protected characteristic arising from the proposal. The response from the consultation questionnaires indicates that 5.1% of customers responding to this question were within this protected characteristic. However, the proportions represented by the consultation responses for this characteristic appear to be skewed as some customers appear to have ticked an incorrect box.